



COUNTY OF LOS ANGELES
DEPARTMENT OF MENTAL HEALTH
OPEN COMPETITIVE JOB OPPORTUNITY



Bulletin No. 12/2010

Posting Date: April 12, 2010

JOB TITLE

PROGRAM DIRECTOR, CONSUMER RIGHTS AND ADVOCACY

EXAM NUMBER

28152E

FILING DATES

April 13, 2010 until needs are met

SALARY

\$7,457.09 - \$9,779.73 **MONTHLY**

**POSITION
INFORMATION**

The position allocable to this class report directly to and receive general administrative direction from the Director of Mental Health. The Program Director, Patients' Rights and Advocacy is responsible for the development, implementation, and administration of services and initiatives towards ensuring that public and private mental health facilities in the County of Los Angeles are in compliance with patients' rights laws and regulations. This position provides administrative and technical supervision to professional and clerical support staff engaged in carrying out program services and activities.

**ESSENTIAL JOB
FUNCTIONS**

- Sets standards and direction for the Patients' Rights Office incorporating DMH's vision of partnering with clients, families and the community to create hope, wellness and recovery.
- Implements program projects, policies and procedures.
- Directs the monitoring of public and private facilities for compliance with patients' rights laws and regulations.
- Develops and makes recommendations regarding proposed DMH policies related to patients' rights, LPS Designation Standards, and applicable mental health laws.
- Directs and oversees the Mental Health Plan's Appeal and Grievance Resolution Process for both hospitals (inpatient) and non-hospitals (outpatient)(Beneficiary Services Program).
- Directs and oversees the Residential Advocacy Program which includes oversight of the following facilities: Licensed, Unlicensed, Sober Living, Collaborative Housing, Shelter Beds, Independent Housing.
- Recruits, hires, orients and provides training and direction to all staff.
- Carries out assignments and investigations at the request of the Director, Chief Deputy Director and Medical Director.
- Ensures that all correspondence and investigative reports released from the Patients' Rights Office are accurate and of high quality.
- Oversees and directs the Patients' Rights component of the Los Angeles County DMH LPS Designation Training Program.
- Directs advocacy staff in the representation of clients at legally mandated administrative hearings. Trains staff in the proper conduct and strategies at these hearings. Sets guidelines for these proceedings in collaboration with Superior Court 95.
- Acts as liaison to public and private agencies, advocacy groups, legal and mental health professionals and organizations, and other County

departments on matters pertaining to patients' rights.

MINIMUM REQUIREMENTS

Option I: A Master's degree from an accredited* college or university with specialization in Clinical Psychology, Public Health, Social Work, or the Behavioral Sciences - AND - Five years of experience in community mental health work, one year of which must have been working as a mental health professional in a patients' rights or patient advocacy program.

-OR-

Option II: A Bachelor's degree from an accredited* college in one of the above disciplines -AND- Six years of experience in community mental health work, two years of which must have been working as a mental health professional in a patients' rights or patient advocacy program.

Physical Class: 2 - Light:

Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

Licenses: A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

Special Requirement Information: *Accredited institutions are those listed in the publications of regional, national or international accrediting agencies, which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are transcripts that have been evaluated and deemed to be equivalent to transcripts from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services.

In order to receive credit for any type of college degree such as Bachelor, Master, or Doctorate degree, you must include a photocopy of the diploma, or official transcripts, indicating the field of study, with your application at the time of filing.

DESIRABLE QUALIFICATIONS

- Experience supervising a patient rights' program/office or a patient advocacy program/office.
- A Juris Doctorate degree from an accredited* law school.
- Strong knowledge of training principles.
- Experience developing and implementing policies, procedures, and systems governing program operations to meet California State Department of Mental Health laws, rules, regulations, and requirements.
- Organizational and managerial skills.
- Excellent written and oral communication skills.

SPECIAL INFORMATION

Shift: Any Shift

VACANCY INFORMATION

The resulting eligible register for this examination will be used to fill a vacancy in the Department of Mental Health, Patients' Rights Bureau Office.

EXAMINATION CONTENT

This examination will consist of a rating of record weighted 30% and an interview weighted 70%. The rating of record will evaluate experience and desirable qualifications based on application information and the Job Specific Questionnaire. The interview will cover training, experience, personal fitness and

general ability to perform the duties of the position.

Candidates must achieve a passing score of 70% or higher on each weighted part of the examination in order to be placed on the eligible register.

ELIGIBILITY INFORMATION

The names of candidates receiving a passing grade in this examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation. No person may compete for this examination more than once every twelve months.

SUPPLEMENTAL INFORMATION

Additional Information may be found at:
<http://easier.co.la.ca.us/jobs/Supplemental/28152E.doc>

***** IMPORTANT INFORMATION *****

APPLICATION INFORMATION

How to Apply: All applicants are required to submit a standard County of Los Angeles Employment Application and the Job Specific Questionnaire. You have the option of filing your application either online (via electronic submission) -OR- by hard copy submission. **Please select only one method to file your application.**

Instructions for Filing Online: A standard County of Los Angeles Employment Application and the Job Specific Questionnaire for this examination may be completed online and submitted electronically beginning Tuesday, April 13, 2010. This examination will remain open until the needs of the service are met and is subject to closure without prior notice. Application filing may be suspended or closed at anytime without advance notice.

Applications electronically received after 5:00 p.m., PST on the last day of filing will not be accepted.

To apply online, click on the link below on or after April 13, 2010.

[https://sjobs.brassring.com/1033/asp/tg/cim_jobdetail.asp?
partnerid=25082&siteid=5041&areq=1341br](https://sjobs.brassring.com/1033/asp/tg/cim_jobdetail.asp?partnerid=25082&siteid=5041&areq=1341br)

Candidates who apply online must upload any required documents as attachments during application submission or fax the documents (213) 637-4585 within five (5) business days of filing online. Please include your Name, Exam Number and the Exam Title on the faxed documents.

Instructions for Hard Copy Submission: A standard County of Los Angeles Employment Application and the Job Specific Questionnaire for this position will be accepted on business days only between 8:00 a.m. and 5:00 pm., beginning Tuesday, April 13, 2010. This examination will remain open until the needs of the service are met and is subject to closure without prior notice. Application filing may be suspended or closed at anytime without advance notice.

The standard County of Los Angeles Employment Application and the Job Specific Questionnaire are available at the filing location below or may be downloaded from the Department of Human Resources website at:

<http://easier.co.la.ca.us/JobsInfo/empapp.pdf>

The acceptance of your application will depend on whether you have clearly shown that you meet the requirements. Please be sure your application indicates complete information including dates of jobs held which relate to this position. If

your employment application form is incomplete, it may be rejected at any stage of the selection process. For each job held, give the name and address of your employer, your job title, beginning and ending dates, description of work performed, total number of hours worked (full or part-time) and salary earned. Attach an additional page to your application, if necessary, to describe fully your related job experience. Resumes showing training and experience may be attached to the County of Los Angeles Employment Application. All information and records are subject to verification. Falsification of records can result in disqualification from the examination or termination of employment.

Submit completed application and any required supplemental (if any) in person or by U.S. Mail to the following address:

Department of Mental Health, Human Resources Bureau
550 S. Vermont Ave., 9th Floor, Room 901
Los Angeles, CA 90020
(213) 738-2823

**DISABILITY
ACCOMMODATIONS**

Americans with Disabilities Act of 1990: All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA coordinator at (213) 738-2823.

Contact the Coordinator of Personnel Services for Disabled Persons by calling (213) 738-2823. Hearing impaired applicants with telephone teletype equipment may leave messages by calling (800) 899-4099. The County will attempt to meet reasonable accommodation requests whenever possible.

**AN EQUAL
OPPORTUNITY
EMPLOYER**

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

**CHILD SUPPORT
COMPLIANCE**

Los Angeles County Child Support Compliance Program: In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

**VETERAN'S
CREDIT**

VETERANS' PREFERENCE CREDIT of 10 points will be added to the final passing grade in any open competitive examination if you are an honorably discharged veteran who served in the Armed Forces of the United States:

- During a declared war; or
- During the period April 28, 1952 through July 1, 1955; or
- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; or
- In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded.

This also applies to the spouse of such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who died or was killed while in such service. A DD214,

Certificate of Discharge or Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans' preference. If you are unable to provide any documentation at the time of filing, the 10 points will be withheld until such time as it is provided.

EMPLOYMENT ELIGIBILITY INFORMATION

Employment Eligibility Information: Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that **all** persons hired after November 6, 1986, are required to present original documents to the County, **within three (3) business days** of hiring, which show satisfactory proof of: 1) identity and 2) U.S. employment eligibility.

RECORD OF CONVICTIONS

A full disclosure of all convictions is required. Failure to disclose convictions will result in disqualification. Not all convictions constitute an automatic bar to employment. Factors such as your age at the time of the offense(s), and the recency of offense(s) will be taken into account, as well as the relationship between the offense(s) and the job(s) for which you apply. However, any applicant for County employment who has been convicted of workers' compensation fraud is automatically barred from employment with the County of Los Angeles (County Code Section 5.12.110). **ANY CONVICTIONS OR COURT RECORDS WHICH ARE EXEMPTED BY A VALID COURT ORDER DO NOT HAVE TO BE INCLUDED.**

SOCIAL SECURITY ACT OF 2004

Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security. The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website <http://www.socialsecurity.gov/>, or call toll free 1-800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778 or contact a local Social Security office.

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